

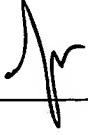


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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/870,084	05/30/2001	Bruce S. Campbell	00-5018(a)	6780
32127	7590	06/14/2004	EXAMINER	
VERIZON CORPORATE SERVICES GROUP INC. C/O CHRISTIAN R. ANDERSEN 600 HIDDEN RIDGE DRIVE MAILCODE HQEO3H14 IRVING, TX 75038			VU, KIEU D	
		ART UNIT	PAPER NUMBER	
		2173		
DATE MAILED: 06/14/2004				

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/870,084	CAMPBELL ET AL. 
	Examiner Kieu D Vu	Art Unit 2173

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 05 April 2004.
- 2a) This action is **FINAL**. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-16 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-16 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 112

1. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

2. Claims 1-16 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claim 1 recites the limitation "the identified customer service" in lines 8-9 (first occurrence). There is insufficient antecedent basis for this limitation in the claim.

Claim 9 recites the limitation "the identified customer service" in lines 8-9 (first occurrence). There is insufficient antecedent basis for this limitation in the claim.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1-16 are rejected under 35 U.S.C. 102(e) as being anticipated by Rangan et al ("Rangan, USP 6594766 B2).

Regarding claims 1 and 9, Rangan teaches the steps for dynamic service support comprising installing a portal-page service at a gateway (the portal provides a

secure and personalized page for the user, see col. 2, lines 17-18; col 4, lines 29-31); installing an interface bundle at the gateway (interface provides users with a method for storing many personal Web pages; col 3, lines 66-67); installing a customer service at the gateway (providing users with service of storing personal Web pages), the customer service being based on the interface bundle (col 3, lines 62-66); searching, by the portal-page service installed at the gateway, for the customer service installed at the gateway (user upon user's logon information, searching and providing a service of presenting a personalized page to the user; col 2, lines 17-24; col 7, lines 48-54); generating, by the portal-page service installed at the gateway, a user interface for the identified customer service installed at the gateway based on the identified customer service installed at the gateway (interface for identified logon information in Fig.2); and generating, by the portal-page service installed at the gateway, a portal-page for the identified customer service installed at the gateway based on the user interface generated for the identified customer service installed at the gateway and the portal page service installed at the gateway (portal page for identified user in col 5, lines 23-27).

Regarding claims 2 and 10, Rangan teaches displaying the portal-page on a client device and displaying the user interface on the portal page (Fig. 2).

Regarding claims 3 and 11, Rangan teaches that the interface bundle comprises an application programmer interface bundle (col 3, lines 12-17).

Regarding claims 4 and 12, Rangan teaches the generating the user interface comprises indirectly invoking a function associated with the consumer service (col 2, lines 54-66).

Regarding claims 5 and 13, Rangan teaches the querying the interface bundle (col 3, lines 2-4).

Regarding claims 6 and 14, Rangan teaches generating and receiving message (col 9, lines 25-39); determining the customer service, a function and a parameter associated with the message and initiating the function at the customer service using the parameters (col 9, lines 30-37).

Regarding claims 7 and 15, Rangan teaches searching for a portal controller associated with a user (Fig. 2); retrieving a user identity from the portal controller based on the user; and customizing the user interface based on the user identity (col 3, lines 12-17).

Regarding claims 8 and 16, Rangan teaches the invoking functionality associated with the user interface based on the user identity (col 5, lines 22-40).

5. Applicant's arguments filed 04/05/04 have been fully considered but they are not persuasive.

In response to Applicant's argument "Rangan fails to disclose, teach or suggest the portal service being based on the Internet portal in any manner. In addition, Rangan fails to disclose, teach, or suggest searching, by the portal service installed at the gateway, for the portal service installed at the gateway", it is noted such is not quite the case. Rangan teaches a portal-page service at a gateway (the portal provides a secure

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and personalized page for the user, see col. 2, lines 17-18; col 4, lines 29-31). Ragan further teaches searching for the portal service installed at the gateway since personalized portal page in Fig. 2 is retrieved and presented for identified user upon logon information (col 5, lines 23-27). The portal service is identified since the service is provided for identified user based on his or her logon information.

In response to Applicant's argument "Rangan fails to disclose, teach or suggest generating, by the portal-page service the portal service installed at the gateway, the personalized portal page for the identified portal service installed at the gateway based on the identified portal service installed at the gateway", it is noted such is not quite the case. This limitation is found in text of col 5, lines 23-27 where Rangan teaches "personalized portal page" is displayed. This personalized portal page is a portal service for identified user whose password is accepted by the system.

In response to Applicant's argument "Rangan fails to disclose, teach or suggest that the portal service is, in any way, identified", it is noted such is not quite the case. It is clear that the portal service in Rangan is identified since it is provided for only user whose password accepted by the system.

In response to Applicant's argument "the recited portal page and the recited user interface cannot be properly considered the same component", it is noted that such is not quite the case. User interface, according to "Computer Dictionary Third Edition", is "the portion of a program with which a user interacts." Ragan, in col. 3, lines 61-64, teaches "interface provides users with a method for storing many personal WEB pages and further provides search function and certain task-performing functions." Therefore,

in Fig. 2, Ragan illustrates an example of a portal page wherein the interface enables the user to perform search function (Search String text box and Search button).

In response to Applicant's argument "Rangan fails to disclose, teach or suggest generating the personalized portal page....", the Applicant's attention is directed to Fig. 2 wherein Rangan specifies "Internet Portal.com (personalized page)"

6. THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kieu D. Vu whose telephone number is (703-605-1232). The examiner can normally be reached on Mon - Thu from 7:00AM to 3:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cabeca, can be reached on (703- 308-3116).

The fax phone numbers for the organization where this application or proceeding is assigned are as follows:

(703)-872-9306

and / or:

(703)-746-5639 (use this FAX #, only after approval by Examiner, for
"INFORMAL" or "DRAFT" communication. Examiners may request that a formal
paper / amendment be faxed directly to them on occasions)

Any inquiry of a general nature or relating to the status of this application or
proceeding should be directed to the receptionist whose telephone number is (703-305-
3900).

Kieu D. Vu

06/08/04



CAO (KEVIN) NGUYEN
PRIMARY EXAMINER